



LifeLine contacts received and closed by CAB during the month of October 2017

Data Pull Date: 111217

LifeLine Phone Contacts in CAB

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	YTD
Received	96	101	86	82	90	100	75	88	75	96	889
Closed	96	101	86	82	90	100	75	88	75	96	889

LifeLine Written Contacts in CAB

Received	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	YTD
LL Appeals (Landline & Wireless) Received	204	146	181	148	202	159	118	130	110	112	1510
LL Billing Received	49	65	60	56	79	75	53	64	75	65	641
LL Complaints Received	2	2	2	2	0	2	3	1	1	4	19
LL Inquiries Received	19	14	26	13	51	22	21	29	34	24	253
LL Assignment Pending	50	34	30	43	8	45	35	27	2	24	298
LL Enrollment Request Freeze	/	/	/	/	/	0	1	0	0	1	2
LL Discount Transfer Freeze	/	/	/	/	/	0	0	1	0	1	2
Total Written Contacts Received	324	261	299	262	340	303	231	252	222	231	2721
Closed	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	YTD
LifeLine Appeals Closed	247	184	216	129	196	215	147	130	157	115	1736
<i>Landline Appeals</i>	174	123	134	81	105	97	60	64	73	58	969
<i>Wireless Appeals</i>	73	61	82	48	91	118	87	66	84	57	767
LL Billing Closed	56	49	85	79	71	64	101	66	73	64	708
LL Complaints Closed	0	0	1	1	1	0	1	0	0	1	5
LL Inquiries Closed	26	29	42	14	29	50	36	39	58	20	343
LL Enrollment Request Freeze	/	/	/	/	/	1	1	0	1	1	4
LL Discount Transfer Freeze	/	/	/	/	/	0	0	1	0	0	1
LL Unknown ¹ Closed	2	1	1	0	1	0	2	0	0	0	7
Total Written Contacts Closed	331	263	345	223	298	330	288	236	289	201	2804

Section II - Written Closed LifeLine Appeals and Billing Contacts by Subcategory

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	October		YTD
LifeLine Appeals (Landline & Wireless)											Denial Overturned ²	Denial Upheld ²	
LL Customer Did Not Return Form	68	50	64	33	56	59	50	46	69	49	7	42	544
LL Documents Not Provided/Does Not Meet Guidelines	46	38	33	20	46	41	27	22	24	25	12	6	322
LL Form Complexity	9	4	8	8	10	6	1	7	8	5	0	2	66
LL IDV Identity Verification	26	26	35	15	27	23	9	5	7	6	3	1	179
LL Initials Missing	21	11	14	15	15	20	21	15	16	10	3	7	158
LL No Carrier Authority	0	0	0	0	0	0	0	0	0	0	0	0	0
LL Nondeliverable	0	0	1	0	0	0	0	0	1	0	0	0	2
LL Policy/Practices	5	3	9	5	4	12	12	6	10	11	1	7	77
LL Privacy	0	0	0	0	0	0	0	0	0	0	0	0	0
LL Qualifying Method Not Selected	2	3	6	5	2	3	0	3	0	0	0	0	24
LL Signature/Printed Name Does Not Match/Missing	62	42	40	24	30	41	16	20	14	6	1	4	295
LL SSN/DOB/Tribal ID Not Provided	8	7	6	4	6	10	11	6	8	3	2	0	69
LL Tribal	0	0	0	0	0	0	0	0	0	0	0	0	0
LL TTY	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Appeals	247	184	216	129	196	215	147	130	157	115			1736

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	October		
LifeLine Billing											Wireless	Wireline	VOIP
LLB Address Error	6	7	5	7	6	5	12	5	7	4	4	0	0
LLB Application Request	14	9	27	27	19	22	28	19	25	16	4	11	1
LLB Approved for Discount	10	10	10	17	12	9	21	14	12	15	8	7	0
LLB Discount Switched to Other Carrier	7	3	5	5	6	3	8	7	10	8	2	6	0
LLB Federal Program/Equipment	17	20	38	23	28	25	32	21	19	21	21	0	0
LLB New Phone Service Not LL Eligible	2	0	0	0	0	0	0	0	0	0	0	0	0
Total Billing	56	49	85	79	71	64	101	66	73	64			

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	YTD
LifeLine Freeze³											
LLF Address Change						0	0	0	0	0	0
LLF Enrollment Freeze						1	1	0	1	1	4
LLF Failure to Provide Service						0	0	1	0	0	1
LLF Federal Violation						0	0	0	0	0	0
LLF Late Fees						0	0	0	0	0	0
LLF State Violation						0	0	0	0	0	0
Total Billing	0	0	0	0	0	1	1	1	1	1	5